FY13 Tactical Plan for **Desktop Engineering**
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Relevant Strategic Plans - Strategic Plan link
Reference to Service Level or other Agreement(s):
3716 FNAL Desktop SLA

Description of Desktop Engineering

The tactical plan for Desktop Engineering encompasses projects and operations for the Engineering support of 1) Authentication Services, 2) Central Management services, 3) Operating System Deployment services, 3) Technology Store process, 4) PC Lifecycle process, and 5) Anti-virus services. Desktop Engineering also provides tier 3 engineering support for complex user issues and "subject –matter-expertise" to other organizations/ departments/ groups to maintain, improve, or implement new services.

Tactical Plan Goals

Operations

1. Provide tier-2 support for the daily operations of the Authentication services.
2. Manage and maintain Central Management services (SCCM and Casper).
3. Manage and maintain PC Lifecycle process.
4. Manage and maintain Anti-virus services (Sophos and Symantec).
5. Provide tier-3 engineering support for complex user desktop-related issues.
6. Provide "subject –matter-expertise" as requested.

Projects

1. Improve PC lifecycle process.
2. Improve central management tools and processes.
3. Improve security of the desktop environment.

Detailed Tactical Plan Objectives and Priorities

Operations

Objectives:

1. Provide tier-2 support of daily operations of the Authentication services.
2. Manage and maintain Central Management services (SCCM and Casper).
3. Manage and maintain Operating System Deployment services (SCCM and Casper).
4. Manage and maintain Technology Store services.
5. Manage and maintain PC Lifecycle process.
6. Manage and maintain Anti-virus services (Sophos and Symantec).
7. Provide tier-3 engineering support for complex user desktop-related issues.
8. Provide "subject –matter-expertise" as requested.

Capacity, Availability, and Business Continuity statements required for service areas:

1. N/A

Assumptions and Risks:

1. SCCM does not have a development server or any backup hardware. Any outage will require total rebuild of the environment and will be unavailable for up to a week.
2. Sophos anti-virus server is end-of-life, does not have a development server, and no backup hardware is available. Any outage will require total rebuild of the environment and will be unavailable for up to a week.
3. Depth of redundant operations within Desktop Engineering is limited. Several areas and services have a single point of failure. This could cause lengthy delays in returning services to operation during outages. Cross training and third-party training in FY13 is planned to reduce/alleviate these issues.
4. Desktop Engineering assumes sufficient staffing will be available from the Dell Desktop Support, Dell SCCM Engineer, and Service Desk.
5. Desktop Engineering relies on a combination of physical and virtual environments, which are dependent on network, power, and hardware found in multiple locations onsite and offsite.

Activities:

- DESKTOP ENGINEERING / Operations / Anti-Virus
- DESKTOP ENGINEERING / Operations / Central Management
- DESKTOP ENGINEERING / Operations / Desktop Deployment
- DESKTOP ENGINEERING / Operations / Engineering Services
- DESKTOP ENGINEERING / Operations / Loaner Systems
- DESKTOP ENGINEERING / Operations / Mobile Devices
- DESKTOP ENGINEERING / Operations / Technology Store
- DESKTOP ENGINEERING / Operations / Training and Conferences

Projects

Objectives:

1. As part of improving lifecycle process - Design, propose, and implement more formal Lifecycle processes.
2. As part of improving lifecycle process - Develop selection and validation process to standardized desktops and laptops purchasing.
3. As part of improving lifecycle strategy – Improve Technology Store and streamlining purchasing, tracking, and delivering hardware and software.
4. As part of enhancing central management tools and process – Evaluate, propose, and implement desktop monitoring service to allow Desktop Support to become more proactive in the support of the desktop environment.
5. As part of improving security of the desktop environment – Evaluate, propose, and implement new anti-virus product for Microsoft operating systems. Advances in the corporate level anti-virus products provide the opportunity to re-evaluate anti-virus products for the protection of Microsoft operating systems. The possibility to change products may increase protection, lower client license costs, provide better management, improved reporting, lessen impact to clients during scanning, and highly configurable.

Capacity, Availability, and Business Continuity statements required for service areas:

1. Symantec and Sophos desktop clients have the ability to failover to the main vendor servers if Fermilab's anti-virus servers are offline or unavailable to the client.

Assumptions and Risks:

1. Lifecycle process is vital to the overall health of Desktop Engineering in order to provide a uniform environment.
2. In order for Lifecycle process to function, the desktop and laptop hardware must be consistent. A uniform process must be created that outlines the selection of process by using detailed validation of the performance, quality, cost, and support between manufacturers.
3. Desktop Engineering assumes sufficient staffing will be available from the Dell Desktop Support and Service Desk groups

Activities:

- DESKTOP ENGINEERING / Project / Group Policy Manager
- DESKTOP ENGINEERING / Project / SCCM Upgrade
- DESKTOP ENGINEERING / Project / SCOM
- DESKTOP ENGINEERING / Project / Secunia
- DESKTOP ENGINEERING / Project / TD DAQ Support Process
- DESKTOP ENGINEERING / Project / TD Thunderbird Conversion
- DESKTOP ENGINEERING / Project / Workstation Backup Process
- DESKTOP ENGINEERING / Project / WRQ Reflections Replacement
- DESKTOP ENGINEERING / Project / Desktop Standards
- DESKTOP ENGINEERING / Project / OS Baselines
- DESKTOP ENGINEERING / Project / PC Life Cycle Mgmt
- DESKTOP ENGINEERING / Project / Technology Store
- DESKTOP ENGINEERING / Project / AV Replacement

Staffing

Desktop Engineering is forecasted to split effort between Operations for Authentication (20%), Operations for Desktop Engineering (20%), Projects for Authentication (30%), and Projects for Desktop Engineering (30%).

Many processes and services currently in production have one “subject-matter-expert” which increases the likelihood of prolonged outage. FY13 goals include the addition of new technologies in order to improve or expand services. The combination of current and planned improvements will require extensive internal cross training and third-party training in order to provide ample redundancy for services provided.